Department of Information Technology
Monthly Report
July/August-08

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In July and August, the City's IT department continued the process of designing and deploying various business systems. These systems are built on the Microsoft SharePoint foundation which enables us to configure sophisticated yet low-cost business systems. Projects highlights from the months of July/August include the following:

- City-wide invoice management

- E-Payment Center Solution

- Software and Systems Inventory

- HelpDesk Tracking System

City-wide Invoice Management

We worked with various departments to deploy a system that enables departmental directors to scan and approve paper-based invoices. Once the invoices are approved by the director, the system transfers the invoice to the Clerk Treasures office for approval and to disperse the funds. The following screens images are representative of how the system works.
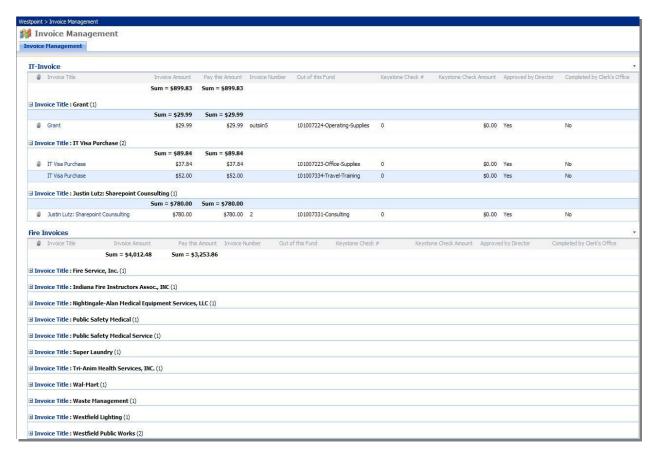

Figure 1 Invoice Management Site

Once the request is placed into the invoicing system, an alert is then fired off to the Director for approval and finally to the Clerk Treasurer for payment.
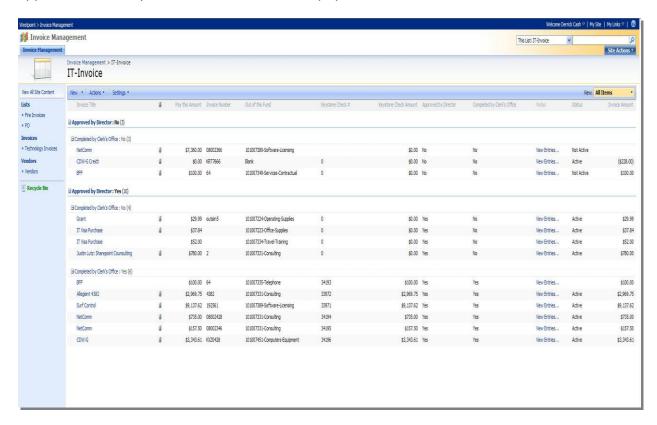

Figure 2 Invoice Management Site

E-Payment Center Solution

We resumed steps towards the creation of a system which would allow our citizenry the ability to pay their utilities via credit card both on-site and online. As we stated in our project analysis document, "Combining e-payments, e-billing, with process efficiency improvements will effectively reduce Customer Service Center (CSO) operational costs and help meet the ultimate goal of providing improved and innovative solutions to our citizenry while reducing costs."

This piece of the solution will tie into our existing westfield.in.gov website and allow our citizens the ability to pay their utility bills (among other fees in the future) online, by phone, or by coming into the Customer Service Center to swipe their card. Other pieces of this project worthy of investigation in the following months are an E-Billing solution and process efficiency improvements.

Software and Systems Inventory

We've created a SharePoint site which will enable us to track the City's Software and Hardware assets. At this time, we've documented information about printers, servers, routers, switches, UPS', and some of our media desktops. In the near future, we'll begin to document all of the City's technological assets (PC's, handheld devices, printers not on the network, projectors, etc.). This will allow us to manage a Just-In-Time inventory system and will assist us in future troubleshooting as each asset will have a history associated with it.
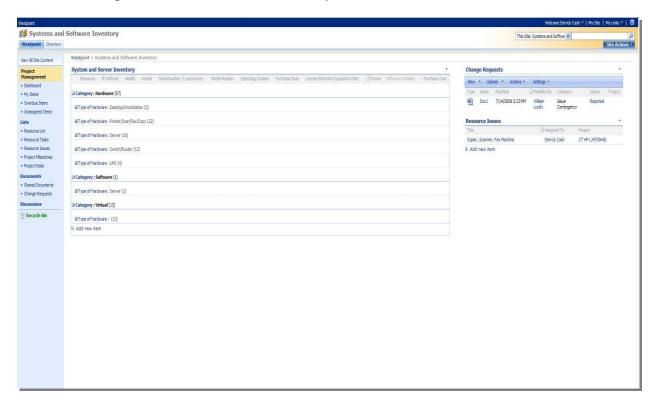

Figure 3 Software and Systems Inventory

HelpDesk Tracking System

We created a SharePoint site which will allow us to better coordinate our efforts in regard to HelpDesk requests from internal employees.   WITS will eventually allow us to better coordinate our HelpDesk issues and enable other Directors to view our progress within the sectors of technical operations (Microsoft Operational Framework), and departmentally sponsored projects.
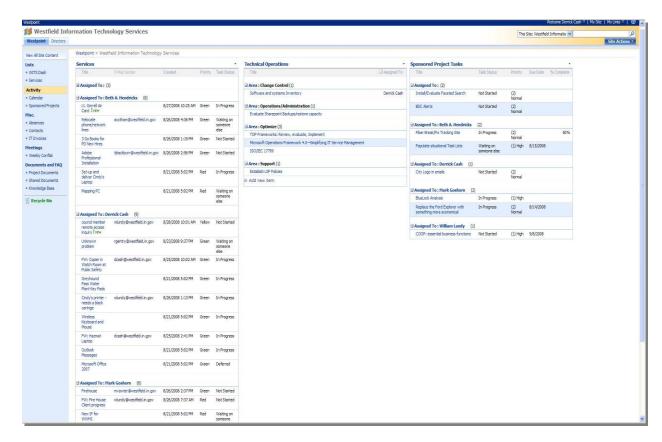
Figure 4 WITS